



# RULE-MAKING ORDER PERMANENT RULE ONLY

## CR-103P (December 2017) (Implements RCW 34.05.360)

CODE REVISER USE ONLY

OFFICE OF THE CODE REVISER  
STATE OF WASHINGTON  
FILED

DATE: January 14, 2021  
TIME: 1:10 PM

WSR 21-03-046

**Agency:** Department of Licensing

**Effective date of rule:**

**Permanent Rules**

- 31 days after filing.
- Other (specify) \_\_\_\_\_ (If less than 31 days after filing, a specific finding under RCW 34.05.380(3) is required and should be stated below)

**Any other findings required by other provisions of law as precondition to adoption or effectiveness of rule?**

- Yes  No If Yes, explain:

**Purpose:** To codify into permanent rule the option for collection agencies to offer licensees and their employees the ability to remotely work. This would outline detailed and necessary security measures and data storage requirements; and detailed definitions and requirements of remote work.

As per the Governor’s proclamations to keep Washington residents safe and healthy during the Covid-19 pandemic, it was identified that to be consistent with other business and professions in this State that are able to remotely work from home that rule language was needed to allow the option for collection agency licensees and their employees to do the same. It is necessary to offer licensees the option to remotely work to support the return of commerce in all business sectors. This would allow them to continue to offer the public their necessary services.

**Citation of rules affected by this order:**

New: WAC 308-29-085  
 Repealed: 0  
 Amended: WAC 308-29-010  
 Suspended: 0

**Statutory authority for adoption:** RCW 19.16.351

**Other authority:**

**PERMANENT RULE (Including Expedited Rule Making)**

Adopted under notice filed as WSR 20-23-083 on November 17, 2020 (date).  
 Describe any changes other than editing from proposed to adopted version: In the new section; WAC 308-29-085(4) a non-substantive change was made removing the word “debts” from OTS version 2393.3. This simplified the definition of collection agency activities and removed any opportunity for different interpretations in the industry. The Board unanimously voted and approved it on January 12, 2021.

If a preliminary cost-benefit analysis was prepared under RCW 34.05.328, a final cost-benefit analysis is available by contacting:

Name:  
 Address:  
 Phone:  
 Fax:  
 TTY:  
 Email:  
 Web site:  
 Other:

**Note: If any category is left blank, it will be calculated as zero.  
No descriptive text.**

**Count by whole WAC sections only, from the WAC number through the history note.  
A section may be counted in more than one category.**

**The number of sections adopted in order to comply with:**

Federal statute:	New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>
Federal rules or standards:	New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>
Recently enacted state statutes:	New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>

**The number of sections adopted at the request of a nongovernmental entity:**

New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>
-----	----------	---------	----------	----------	----------

**The number of sections adopted on the agency's own initiative:**

New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>
-----	----------	---------	----------	----------	----------

**The number of sections adopted in order to clarify, streamline, or reform agency procedures:**

New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>
-----	----------	---------	----------	----------	----------

**The number of sections adopted using:**

Negotiated rule making:	New	<u>1</u>	Amended	<u>1</u>	Repealed	<u>0</u>
Pilot rule making:	New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>
Other alternative rule making:	New	<u>0</u>	Amended	<u>0</u>	Repealed	<u>0</u>

**Date Adopted:** January 14, 2021

**Name:** Damon Monroe

**Title:** Agency Rules Coordinator

**Signature:**

*Damon Monroe*